

342331-2026 - Result

Ireland – IT services: consulting, software development, Internet and support – Request for Tenders for the establishment of a Single Member Framework Agreement for the Provision of ICT Managed Services 2026-30 [609]

OJ S 95/2026 19/05/2026

Contract or concession award notice – standard regime
Services

1. Buyer

1.1. Buyer

Official name: Commission for Regulation of Utilities

Email: procurement@cru.ie

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Request for Tenders for the establishment of a Single Member Framework Agreement for the Provision of ICT Managed Services 2026-30 [609]

Description: The CRU intends to appoint a single Managed Service Provider (MSP) through this Services Framework Agreement to deliver comprehensive ICT Managed Services. This will encompass the ICT Service Desk, Managed Security Operations Centre (SOC) as a Service, the provision of optional dedicated support resources, and ad-hoc professional service resources to assist with a range of ICT projects and some operational activities. The appointed Service Provider will be responsible for delivering all necessary technical support and expertise to manage the CRU's ICT needs, covering infrastructure, cloud services, both physical and virtual systems, as well as applications and services across Levels 1, 2, and 3. The framework agreement will initially run for two years, with the possibility of two further 12-month extensions, up to a total maximum duration of four years. The ICT Managed Services and SOC Services provided under this Services Framework Agreement will be needed continuously for the entire duration of the contract. Optional dedicated resources and ad-hoc project work will be engaged as required, with such assignments awarded through agreed Statements of Work (SoWs) at the sole discretion of the CRU.

Procedure identifier: ec444bd2-0eef-4ff0-be3d-3ce63ca6ccab

Previous notice: a705eeb7-5fea-42e5-9126-e025f977305a-01

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72000000 IT services: consulting, software development, Internet and support

Additional classification (cpv): 72100000 Hardware consultancy services, 72110000 Hardware selection consultancy services, 72120000 Hardware disaster-recovery consultancy services, 72130000 Computer-site planning consultancy services, 72140000 Computer hardware acceptance testing consultancy services, 72150000 Computer audit consultancy and

hardware consultancy services, 72200000 Software programming and consultancy services, 72210000 Programming services of packaged software products, 72211000 Programming services of systems and user software, 72212000 Programming services of application software, 72212211 Platform interconnectivity software development services, 72212213 Operating system enhancement software development services, 72212214 Network operating system software development services, 72212215 Networking developers software development services, 72212216 Network connectivity terminal emulation software development services, 72212219 Miscellaneous networking software development services, 72212220 Internet and intranet software development services, 72212311 Document management software development services, 72300000 Data services, 72310000 Data-processing services, 72311100 Data conversion services, 72311200 Batch processing services, 72315200 Data network management services, 72315100 Data network support services, 72322000 Data management services, 72500000 Computer-related services, 72510000 Computer-related management services, 72511000 Network management software services, 72512000 Document management services, 72600000 Computer support and consultancy services, 72610000 Computer support services, 72611000 Technical computer support services, 72700000 Computer network services, 72710000 Local area network services, 72720000 Wide area network services, 72800000 Computer audit and testing services, 72810000 Computer audit services, 72820000 Computer testing services, 72900000 Computer back-up and catalogue conversion services, 72910000 Computer back-up services, 72920000 Computer catalogue conversion services, 72250000 System and support services, 71356300 Technical support services, 72253000 Helpdesk and support services, 72315000 Data network management and support services, 72253200 Systems support services, 72261000 Software support services

2.1.2. Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

2.1.3. Value

Estimated value excluding VAT: 3 000 000,00 EUR

Maximum value of the framework agreement: 3 000 000,00 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

5. Lot

5.1. Lot: LOT-0001

Title: Request for Tenders for the establishment of a Single Member Framework Agreement for the Provision of ICT Managed Services 2026-30 [609]

Description: The CRU intends to appoint a single Managed Service Provider (MSP) through this Services Framework Agreement to deliver comprehensive ICT Managed Services. This will encompass the ICT Service Desk, Managed Security Operations Centre (SOC) as a Service, the provision of optional dedicated support resources, and ad-hoc professional service resources to assist with a range of ICT projects and some operational activities. The appointed Service Provider will be responsible for delivering all necessary technical support and expertise to manage the CRU's ICT needs, covering infrastructure, cloud services, both physical and virtual systems, as well as applications and services across Levels 1, 2, and 3. The framework agreement will initially run for two years, with the possibility of two further 12-

month extensions, up to a total maximum duration of four years. The ICT Managed Services and SOC Services provided under this Services Framework Agreement will be needed continuously for the entire duration of the contract. Optional dedicated resources and ad-hoc project work will be engaged as required, with such assignments awarded through agreed Statements of Work (SoWs) at the sole discretion of the CRU.

Internal identifier: 0

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72000000 IT services: consulting, software development, Internet and support

Additional classification (cpv): 72100000 Hardware consultancy services, 72110000 Hardware selection consultancy services, 72120000 Hardware disaster-recovery consultancy services, 72130000 Computer-site planning consultancy services, 72140000 Computer hardware acceptance testing consultancy services, 72150000 Computer audit consultancy and hardware consultancy services, 72200000 Software programming and consultancy services, 72210000 Programming services of packaged software products, 72211000 Programming services of systems and user software, 72212000 Programming services of application software, 72212211 Platform interconnectivity software development services, 72212213 Operating system enhancement software development services, 72212214 Network operating system software development services, 72212215 Networking developers software development services, 72212216 Network connectivity terminal emulation software development services, 72212219 Miscellaneous networking software development services, 72212220 Internet and intranet software development services, 72212311 Document management software development services, 72300000 Data services, 72310000 Data-processing services, 72311100 Data conversion services, 72311200 Batch processing services, 72315200 Data network management services, 72315100 Data network support services, 72322000 Data management services, 72500000 Computer-related services, 72510000 Computer-related management services, 72511000 Network management software services, 72512000 Document management services, 72600000 Computer support and consultancy services, 72610000 Computer support services, 72611000 Technical computer support services, 72700000 Computer network services, 72710000 Local area network services, 72720000 Wide area network services, 72800000 Computer audit and testing services, 72810000 Computer audit services, 72820000 Computer testing services, 72900000 Computer back-up and catalogue conversion services, 72910000 Computer back-up services, 72920000 Computer catalogue conversion services, 72250000 System and support services, 71356300 Technical support services, 72253000 Helpdesk and support services, 72315000 Data network management and support services, 72253200 Systems support services, 72261000 Software support services

5.1.2. Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

5.1.3. Estimated duration

Duration: 48 Months

5.1.5. Value

Estimated value excluding VAT: 3 000 000,00 EUR

5.1.6. General information

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): yes

5.1.7. Strategic procurement

Aim of strategic procurement: No strategic procurement

5.1.10. Award criteria

Criterion:

Type: Quality

Description: Quality @ 70%

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 70

Criterion:

Type: Cost

Description: Cost @ 30%

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 30

5.1.15. Techniques

Framework agreement:

Framework agreement, without reopening of competition

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Review organisation: The High Court of Ireland

Organisation providing offline access to the procurement documents: Commission for Regulation of Utilities

Organisation providing more information on the review procedures: The High Court of Ireland

6. Results

Approximate value of the framework agreements

:

3 000 000,00

EUR

6.1. Result lot identifier: LOT-0001

Winner selection status: At least one winner was chosen.

Framework agreement:

Re-estimated value of the framework agreement: 3 000 000,00 EUR

6.1.2. Information about winners

Winner:

Official name: Qualcom

Tender:

Tender identifier: 000160541

Identifier of lot or group of lots: LOT-0001

The tender was ranked: yes

Rank in the list of winners: 1

Subcontracting: No

Contract information:

Identifier of the contract: 440284

Date on which the winner was chosen: 31/03/2026

Date of the conclusion of the contract: 05/05/2026

6.1.4. Statistical information

Received tenders or requests to participate:

Type of received submissions: Tenders

Number of tenders or requests to participate received: 5

8. Organisations

8.1. ORG-0001

Official name: Commission for Regulation of Utilities

Registration number: Commission for Regulation of Utilities

Postal address: The Exchange, Belgard Sq North, Tallaght

Town: Dublin

Postcode: D24 PXW0

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: procurement@cru.ie

Telephone: +35314000800

Internet address: www.cru.ie

Buyer profile: www.cru.ie

Roles of this organisation:

Buyer

Organisation providing offline access to the procurement documents

8.1. ORG-0002

Official name: Qualcom

Size of the economic operator: Medium

Registration number: 241644M

Postal address: Qualcom House, 3-4 Kevin Street Lower, Dublin 8, Ireland.

Town: Dublin

Postcode: D08 TNH3

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: garethd@qualcom.ie

Telephone: 087-2320554

Internet address: www.qualcom.ie

Roles of this organisation:

Tenderer

Winner of these lots: LOT-0001

8.1. ORG-0003

Official name: The High Court of Ireland

Registration number: The High Court of Ireland

Department: The High Court of Ireland

Postal address: Four Courts, Inns Quay, Dublin 7

Town: Dublin

Postcode: D07 WDX8

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: HighCourtCentralOffice@courts.ie

Telephone: +353 1 8886000

Roles of this organisation:

Review organisation

Organisation providing more information on the review procedures

8.1. ORG-0004

Official name: European Dynamics S.A.

Registration number: 002024901000

Department: European Dynamics S.A.

Town: Athens

Postcode: 15125

Country subdivision (NUTS): Βόρειος Τομέας Αθηνών (EL301)

Country: Greece

Email: eproc-esender@eurodyn.com

Telephone: +30 2108094500

Roles of this organisation:

TED eSender

Notice information

Notice identifier/version: 573c153f-551e-45e3-8643-faed5021a877 - 01

Form type: Result

Notice type: Contract or concession award notice – standard regime

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